

# SMCM Staff News



Right-

## Meet your 2015-16 Staff Senators & Executive Board!

*Kneeling:* Jim Cranmer, Kelley Hernandez, Sahra Grube, Jackie Trenholm  
*1st Row:* Steve Gregory, Tommy Cable,

Rob Maddox, Angie Draheim, Beth Byrd, Mary Grube, Dan Schell, Ben Casto, Stephanie Somerville, Dana Burke, Ross Conover

*2nd Row:* Francis Raley, Chris Burch, Mary Johnston, April Ryan, Faye Graves, Derek Young, Lisa Youngborg, Alan Lutton

## Sum of Summer! Describe your summer in 5 words or less

- **Cindy Dale** - Grandkids + Summer = Fun & Busy!
- **Brenda Rogers** - Time with family and friends
- **Angie Draheim** - Dancing in the rain, literally.
- **Sandy Abell** - Make time for others!
- **Lisa Youngborg** - Daughters. Siblings. Smiles. Sunsets. Joy!
- **Rob Maddox** - New baby & finished Master's
- **April Ryan** - Sleeping in, sand, & toddler snuggles!

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## Have you ever assisted someone who was taking out their bad day frustrations on you, and it took all your willpower to hold your tongue?

Don't worry, many of us have struggled with or eventually will struggle with a negative interaction. The key words to remember are: Customer Service—a skill we hold in high regard here at SMCM. The problem with irate customers exist in many workplaces and can be difficult to manage. In the higher education community, our customers are mainly students and parents. Our business is to serve them, no matter what the issue may be, and to strive to do this to the best of our ability. Below are some tips on how to manage negative interactions:

- **Listen** - Listen to what they are saying, and also to what they are not saying. Even if you are not the person they should be talking to. Let them relay their full story without interrupting. This way, if you do transfer them to another line, they'll know you heard them and considered everything they had to say. You'll then be confident directing them to the department or individual they need to speak with, if it is not you. What did they not say? You may have had some clues in your conversation as to what they need. Perhaps after their done you can make a professional recommendation.
- **Empathize** - Let them know you are not a robot. You are someone they can speak to on a human level. Let them know you understand their frustration and want to help them work through their issue.
- **Ask for Goals** - what is it they are trying to achieve today? Maybe they are frustrated with what you say you cannot do to help them, so tell them what you can do. "Sir/Ma'am I cannot authorize \_\_ as a request, but I can advise you to \_\_." Even if you need to take their information to call them back with the answer, they will appreciate your willingness to help them execute their goal.
- **Short & Sweet** - Do not confuse callers with too much information. After you know what they need, break it down into short steps for them to achieve and relay slowly. Have them repeat the steps back to you so you know they have a full understanding.
- **Encourage** - Let them know it is admirable they visited or called with SMCM. Encourage them to keep a strong guardian-to-student relationship during years of attendance. With a good relationship, they can remain "in the know" with their student as well as keep updated on any information and resources made available to them throughout the academic year. This helps avoid unwanted surprises, feeling unprepared, stress and unhappy campers!
- **Hold up!** - Hold the phone, or excuse yourself for a minute if this negative interaction becomes untenable. Leave the situation and gain your composure. Whenever necessary, remind yourself that you are not alone. Call in your supervisor who is trained to help mediate the situation.
- **Remember** - Remembering the positive interactions is a great way to make any memories of disturbing interactions dissipate quickly. Keep gracious emails or thank-you letters from parents and students you've successfully helped, and remember you make a difference in these students' lives as they achieve a public honors education. Re-reading and rehashing the good times will help you recharge your bad interaction any day of the week!

These tips were gathered during SMCM's attendance at the 14<sup>th</sup> Annual Maryland College Personnel Association Support Staff Conference. <http://www.mymcpa.com>



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## Hats Off to Our Incredible Staff!

### Did you know...

**Angie Draheim '03, Dr. Debbie O'Donnell**, and current psychology major **Megan Long '16** all serve as part of the Standing Committee for Compass, Inc., a nonprofit agency in Maryland that provides services to individuals with developmental disabilities. They were recruited by **Deirdre Bulger '04** who is the Director of Quality Advancement for the agency. Committee work involves reviewing behavior plans and incident reports to ensure compliance with the Code of Maryland Regulations (COMAR) and reviewing agency policies to make sure they adequately protect the legal and human rights of individuals served.

**Karen Raley, Lee Capristo and Kelley Hernandez** participated in the Pax River Team Triathlon Sept 12<sup>th</sup> and took 3<sup>rd</sup> place.



**Dr. Kathy Koch** and **Anthony Guzman** both run with the Lexington Park Volunteer Rescue Squad. Kathy is the Vice President of LPVRS, and also works with St. Mary's Advanced Life Support.

**Renee Boley** is a member of the Ridge Volunteer Rescue Squad.

**Francis Raley** and **Eddie Cooper** are with the Ridge Volunteer Fire Department.

**Sandy Abell** spent the past 9 weeks of summer volunteering two evenings per week at the St. Mary's Caring soup kitchen. St. Mary's Caring is a non-profit organization created to operate and fund a family center providing hot meals and other services for the low income children and adults of St. Mary's County.

## Staff Spotlight: Kyle Bishop, Executive Director of the Wellness Center

How long have you been at SMCM? 7 Years

**What path led you to St. Mary's?** I'm originally from CT and came to SMCM in 2000 as a first-year student. After graduating in 2004, I lived and worked in St. Mary's while completing my graduate degree in clinical counseling. I was excited to have the opportunity to return to St. Mary's in 2008 as the Assistant Director of Counseling and Psychological Services.



**What do you do by day?** I work with a great team of colleagues at the Wellness Center, where we provide therapeutic and medical services to students. I primarily provide individual counseling and crisis response and intervention to students, as well as training and consultation to staff and faculty.

**What do you do with your evenings/weekends?** Typically I like to spend time outdoors kayaking, paddle boarding, and hiking with friends and family. Recently my husband and I have been spending much of our spare time preparing for our first child; she is due October 12<sup>th</sup>.

**What is your favorite off-campus lunch spot?** For special occasions I like CD Café on Solomon's. For a quick bite to eat after work Chief's has delicious cheesesteaks.

**What would colleagues be surprised to find out about you?** I'm a bit of a UCONN men's basketball fanatic, which has led me to meet Ray Allen, Jim Calhoun, Kevin Ollie, Richard Hamilton, and many of the other UCONN greats.

**What is the most interesting/surprising job you've ever had?** The most interesting job I've ever had was working at a 24/7 alcohol and drug rehab center. Think Dr. Drew meets *The Wire*.

## Welcome to St. Mary's!

Admissions	Grace Davis, Admissions Counselor Sharon Miyagawa, Admissions Counselor Brian Oakey, Admissions Counselor Brianna Reese, Admissions Counselor
Athletics & Recreation	Jason Childs, Head Men's Lacrosse Coach Erin McDonnell, Head Women's Lacrosse Coach Tyler Robinson, Head Men's & Women's Tennis Coach
Institutional Advancement	Carolyn Curry, Vice President for Advancement Richard Edgar, Senior Development Officer
International Education	Jessica Camasso, Office Administrator
Library	Amanda VerMeulen, Research/Instruction Librarian
Office of the President	Michael Dunn, Director of Title IX Compliance & Training Ledesha Eddins, Executive Associate to the President & Board of Trustees
Physical Plant	Thomas Briscoe, Caretaker I Mark McCormick, Assistant Direct of the Physical Plant
Provost/Dean of Faculty	Sabine Dillingham, Director of Research & Sponsored Programs Laraine Glidden, Acting Provost & Dean of Faculty
Public Safety	Lori Brasko, Public Safety Officer Ira Barry, Public Safety Officer
Waterfront	Joseph Blouin, Assistant Varsity Sailing Coach Daniel Hagelberg, Head Varsity Men's & Women's Rowing Coach
Wellness Center	Anne Harvey-Diggs, Office Associate II Rachel Honig, Staff Therapist & Advocate

## Monthly Staff Recognition Award Winners

- **May: Doug Hovland, chemistry lab coordinator,** The Department of Chemistry and Biochemistry nominated Doug in appreciation for all his help in saving the department thousands of dollars through diligent research and finding deals on chemicals orders, his dedication to teaching both organic and general chemistry labs this past year, and the thankless job of chemical waste disposal. Craig Streu notes, "His impact on the department has been immeasurable and he deserves recognition for his tremendous work."



Doug Hovland at the campus Shred-It event

- **June: Claudette Holland, public safety officer,** "Claudette began her employment at St. Mary's in February of 2015 and since then has been a shining example of loyalty, dedication, mentorship and leadership." "Her exceptional service leaves a positive, lasting impression to those she comes in contact with which ultimately reflects positively on the entire Public Safety department."
- **June: Dan "Raven" Glidden** from Library Media Services also received 1 FREE ticket for being in the nomination pool for three months. We thank Raven for his expertise ensuring that technology is up and running and for his professional commitment to the College amid the most difficult and stressful situations.
- **July: David Turner, dispatcher for public safety.** Sean Kennedy, Interim Director of Public Safety, states that Dave has gone above and beyond the call of duty with his efforts in researching, developing, and implementing numerous valuable items for the Public Safety office, including the Report Exec upgrade and the Emergency Notifications System with Blackboard connect (and training all staff with the new program). Dave shows an amazing zeal and enthusiasm in overseeing any electronic system that is used on campus and completes all tasks expeditiously with professionalism.
- **August: Alan Lutton, office administrator in the library.** "Alan volunteers his time to serve on the LGBTQ Student Services Advisory Committee, and was a huge help in the planning and execution of a very successful Lavender Graduation this past year."
- **September: Robert Marks, HVAC Technician.** "Robert is very dedicated and takes extreme pride in his daily work" "He is to be commended for recently receiving his certification in HVAC I & II, AHERA supervisor for Asbestos and CDC training".

Nominate a worthy staff member today! Winners receive 5 FREE tickets to the Great Room. Newly revised nomination forms are available in department offices and online. They are due the 3rd Friday of every month to Beth Byrd ([eabyrd@smcm.edu](mailto:eabyrd@smcm.edu) or Alumni House).

## Special Thanks!!

- ◆ From **Jean Miller:** "In June of this year, I was diagnosed with breast cancer and began the long and brutal task of fighting this curable cancer. The chemo, surgery, then last radiation makes this a long drawn out process. The response from the people at the college has been so uplifting to my battle. I miss my job terribly and can't wait to get my life back to normal. **I want to thank the community here for all the well wishes which mean the world to me. I love my job at the college mostly because of the people that make it. I shall return stronger.**"
- ◆ Everyone that has moved says how awesome **Mary Grube** has been to work with! They have said she gets the job done and goes above her job to finish or fix whatever problem may come up. **Everyone says "Thank you!"**
- ◆ From **Lisa Youngborg:** "My daughter Laura Youngborg and her partner, Tara Hutton, are alums of St. Mary's and were married in the Garden of Remembrance this summer. Several alums and staff members attended and Celia Rabinowitz was their officiant. I would love to thank the events and conferences, public safety, grounds, maintenance and housekeeping staff for their assistance and support in making this a spectacular day for our family. Our guests were so impressed with the beauty and serenity of the Garden and the campus overall."

Share your news via the form at <http://www.smcm.edu/staff/newsletters.html> or provide your senator with an update to pass along!

## Congratulations!

**Jackie Trenholm** got engaged August 13, 2015, out on the Chesapeake Bay at sunset with only the seagulls and fish to witness.



**Penny Shissler** and husband are extremely proud of their son, Daniel Shissler, who earned a doctorate in nanotechnology from Colorado State University in May 2015.

Evan Alexander was born on April 15, 2015. He joins his sister Isabella, age 4, and proud parents PJ & **Sara Renn.**



## Campus Reminders

Rectory/Alumni Office has moved to 2nd floor Calvert Hall.

Public Safety has moved once again across campus to the old Rectory/Alumni house.

## St. Mary's by the Numbers

SMCM has **1461** students living in housing right now!

There are **46** RAs (**24** new RAs, **22** returning RAs) and **8** RHCs working during the 2015-16 academic year.

Caroline, Dorchester, Prince George, and Queen Anne each have **2** all-gender, single-stall restrooms (toilet and sink) in the lobbies of each building. These bathrooms went into effect last spring. Prince George also has a multi-stall, all-gender bathroom (toilets, showers, and sinks) for the Open Housing (gender-neutral) wing.

Over **1300** alumni and family members came "Home Again - Around the Bend" to celebrate Alumni Weekend in June. Lewis Quad housing sold out in a record **3 hours** and all on-campus housing was sold out weeks before the event.

**1** - the number of green roofs on campus. Have you found it yet? - (*Hint: Look above the breezeway between Goodpaster and Schaefer!*)



**215** - the number of boxes of paper collected from offices across campus during Shred-it event in mid August.

## Staff Senate Committees

Any staff member may join Staff Senate committees – contact chairs if you are interested!

### Professional Development

Tommy Cable (Chair), Ross Conover, Jim Cranmer, Kelley Hernandez, Alan Lutton, Jackie Trenholm, Kate Shirey, Catherine Pratson, James McGuire

### Elections

Angie Draheim (Chair), Kelley Hernandez, Derek Young

### Communications

April Ryan (Chair), Chris Burch, Sahra Grube, Lisa Youngborg

### Awards & Recognition

Beth Byrd (Chair), Dana Burke, Kathy Lewin, Sherrie Wooldridge, Sahra Grube, Lisa Youngborg, Robin Bates\*, Unzila Chowdhury\* (\* Joe Carroll Award Only)

### Bylaws

Dan Schell (Chair), Derek Young, Rob Maddox

### Social Connections

Ben Casto (Chair), Faye Graves, Steve Gregory, Mary Johnston, Francis Raley, Stephanie Somerville



## Highlights from the 2015 Summer Picnic!

## Upcoming Events

**Staff Senate Meetings.** Any staff member may attend Staff Senate meetings so mark your calendars and plan to join us! All senate meetings 10 am-12 pm in the Glendening Annex unless otherwise noted. For 2015-16: **11/18\***; **12/9**, **1/6**, **1/27** (Staff Association Meeting in Cole Cinema), **2/17**, **3/9**, **3/30**, **4/20**, **5/11**, **6/1**, **6/22**. \*Library Board Room

**Middle States Report to the Community.** Wednesday, October 28, 10:45 am in St. Mary's Hall.

**Halloween at the ARC.** Thursday, October 29, 5:45–7:00 pm in the ARC. Join us for games, trick-or-treating, prizes and FUN! Climb for candy, listen to scary stories, watch Halloween movies and show off your costumes!

**Google Apps Training by Ben Casto.** Tuesday, November 10, LI 112. Beginners: 10-11:30 am. Advanced: 2:00-3:00 pm

**Staff Fall Festival.** Thursday, November 12, 11:00am - 1:00 pm in The Awesome Room (River Center). Come enjoy some fall fun and entertainment with your colleagues! Event is BYOLunch with snacks provided.

## Let Us Hear From You!

Email your suggestions, questions, or concerns to [mkgrube@smcm.edu](mailto:mkgrube@smcm.edu)

OR [complete the anonymous feedback form](#) available on our website.

Check out our website: [www.smcm.edu/staff](http://www.smcm.edu/staff)